

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Information Systems Analyst (Specialist)	D20/HQ IT/Infra Div/Sac Metro Cust Sup/Sat Offices	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Desktop Support Analyst	900-170-1470-	

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the general supervision of the Senior Information Systems Analyst (Supervisor), the employee independently performs administrative, technical, and analytical desktop support duties of moderate complexity related to information technology. The employee performs work of complex difficulty in 1st and 2nd level desktop support by providing on site and remote assistance to 8 Sacramento Metropolitan office sites. This includes troubleshooting tracking and resolution database tickets, and the installation, configuration, and maintenance of hardware. Daily duties include problem resolution intake and monitoring via walk ups, HEAT Self Service (HSS), email Automatic Ticket Generator (ATG), and telephonically.

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
50%	E	Diagnose and resolve hardware and software problems in response to customer reported incidents. Provide 1st and 2nd level technical support and problem resolution for a range of customer hardware/software problems. Input data into the tracking and resolution database. Provide technical advice to clients on IT equipment acquisition issues.
30%	E	Perform hardware (desktop computers, laptops, monitors, printers, tablets, scanners, digital senders, and other peripherals) and software (e.g., proprietary application installations, configurations), upgrades. Install and troubleshoot problems with software such as Microsoft Word, Access, PowerPoint, Excel, and FileMaker Pro on the Windows 7 platform. Install hardware (desktop computers, monitors, tablets, laptops, and other peripherals). Use the department's standard Universal Image to deploy desktops computers, tablets, and laptops and provide post imaging configuration of deployed desktop computers, laptops, and other peripherals.
15%	E	Receive service requests from computer users throughout the Sacramento Metropolitan area. These reports may be by telephone, email, or from walk-in traffic. Categorize reports by problem type. Resolve the problem by talking to the customer, analyzing the problem, searching reference material on the subject, recommending a course of action and verbally walking the customer through the solution. Make entries into the tracking and resolution database detailing the problem, resolution and follow-up actions required. Follow-up with the customer on unresolved and pending problems. Provide options for improving work processes using technology.
5%	M	Perform staff assignments, participate in change control, complete special projects, may act as the On-Call Manager, schedule work activities, and perform technical administrative duties.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None.

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KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of:

The employee requires a working knowledge of the methods, principles and practices of technical problem resolution. Familiarity is needed with information technology concepts, customer service, and customer support principles and methods. This position requires an extensive understanding of PC hardware, software and operating system problem and PC diagnostic and tuning tools. Knowledge of analytical techniques, electronic information processing equipment and software practices.

Ability to:

Ability to communicate effectively verbally and to write clearly and concisely. Possess strong problem solving skills and the ability to make quick and accurate decisions and draw valid conclusions. Ability to establish and maintain cooperative and effective working relationships. Ability to work individually and in a team environment.

Analytical Requirements:

The employee must have a level of analytical ability sufficient to permit the employee to effectively apply the techniques of Completed Staff Work. Must have the ability to reason logically, and exercise sound judgment in IT disciplines. The incumbent must be able to analyze complex workstation problems, and determine the best solution and implement it.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Position acts independently. The employee has authority to plan, design and carry out work within the framework established by his/her supervisor. Errors and poor decisions or recommendations could result in damage to sensitive equipment and significant loss of data which would require considerable restoration time and effort and unnecessary delays, loss of data, equipment damage, and loss of productivity and customer dissatisfaction.

PUBLIC AND INTERNAL CONTACTS

The employee has contact with computer users throughout the Department at all levels in the course of their duties to resolve computer related problems. The employee may have contact with vendors to complete assignments or duties.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

This position has a lifting requirement of 50 pounds. Additional physical requirements include moving various large pieces and boxes of computer hardware, carrying, pushing, pulling, bending, squatting, stooping, and kneeling. In addition, the employee will be sitting for long periods of time using a keyboard, monitor, mouse, and telephone.

WORK ENVIRONMENT

The employee performs work indoors in a climate controlled cubicle environment under artificial lighting. The employee may be required to work for extended periods of time in a computer room that maintains a constant temperature of 70 degrees.

Work hours will be set between 6:00 a.m. and 5:30 p.m. for an 8 hour shift. Employee may be required to occasionally work overtime or on an on call basis outside of normal work hours to resolve problems. The employee will be required to travel in the Sacramento Metropolitan area on a daily basis. Sacramento Regional Transit Light Rail tickets can be provided. In addition, a state vehicle may be provided, if not the employee will be reimbursed for travel expenses claimed for use of their personal vehicle.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

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EMPLOYEE (Print)

EMPLOYEE (Signature)	DATE
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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE
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